A

Pre-Ordering/Ordering

Agreed - Delete with Implementation of Dispersion Report

1. Measurement	
Average Response Time For OSS Pre-Order Interfaces	
Definition:	
The average response time in seconds for pre-ordering queries measured from the Ameritech side of the Electronic Commerce Network (ECN).	
Exclusions:	
□Where CLEC accesses Ameritech – LEC's systems using a Service Bureau Provider, the measurement of Ameritech – LEC's Performance shall not include Service Bureau Provider processing, availability or response time.	
Business Rules:	
The clock starts on the date/time when the request is received by Ameritech, and the clock stops on the date/time when Ameritech has completed the transmission of the response to the CLEC. The measurement is taken at the SWBT Ameritech side of the ECN (Electronic Commerce Network). This is just inside the Ameritech firewall. Response time is accumulated for each major query type, consistent with the specified reporting dimension, and then divided by the associated total number of queries received by Ameritech during the reporting period. The response time is measured only within the published hours of interface availability. Published hours of interface availability are documented on the CLEC web site. (Ameritech will not schedule system maintenance during normal business hours (8:00 a.m. to 5:30 p.m. Monday through Friday)).	
Levels of Disaggregation:	
□Address Verification. □Request For Telephone Number. □Request For Customer Service Record (CSR). □Directory Listing Inquiry □Service Availability □Service Appointment Scheduling (Due Date) – Reported in "Dispatch Required" for EDI/Internet LSOG 1 □Dispatch Required – Ameritech combines "Service Appointment Scheduling" and "Dispatch Required" functions for EDI/Internet LSOG 1PIC □DSL Loop Qualification □NC/NCI Service Availability □CFA Availability □DSL Loop Qualification – Archived Actuals	
Calculation:	**Report Structure:**
Σ[(Query Response Date & Time) – (Query Submission Date & Time)] ÷ (Total queries Submitted in Reporting Period)	Reported for CLEC, all CLECs, and Ameritech Affiliate.

Measurement Type:

- Tier 1 – Low
- Tier 2 – Medium

Benchmark:

Measurement	EDI/Internet LSOG 1	EDI LSOG 4/CORBA	Web Verigate
Address Verification	4.7 seconds	4.7 seconds	4.7 seconds
Request For Telephone Number	4.5 seconds	4.5 seconds	4.5 seconds
Request For Customer Service Record (CSR)	6.6 seconds	6.6 seconds	6.6 seconds
Directory Listing Inquiry	Not Available as a Separate Transaction	Diagnostic – To be determined at six month review	Diagnostic – To be determined at six month review
Service Availability	6.6 seconds	6.6 seconds	6.6 seconds
Service Appointment Scheduling (Due Date)	Reported in Dispatch Required	1.0 seconds	1.0 seconds (To Be Determined)
Dispatch Required	12.6 seconds	12.6 seconds	12.6 seconds
PIC	28.0 seconds	19.1 seconds	19.1 seconds
Feature Availability	Same as Service Availability – to be discussed at six month review	Same as Service Availability – to be discussed at six month review	Same as Service Availability – to be discussed at six month review
DSL Loop Qualification	37 seconds (interim per quarterly status meeting)	Diagnostic – To be determined at six month review	Diagnostic – To be determined at six month review
NC/NCI Service Availability	39.5 seconds (interim per quarterly status meeting)	Diagnostic – To be determined at six month review	Diagnostic – To be determined at six month review
CFA Availability	57.6 seconds (interim per quarterly status meeting)	Diagnostic – To be determined at six month review	Diagnostic – To be determined at six month review
DSL Loop Qualification (Archived Actuals)	Does Not Apply for EDI LSOG 1	Diagnostic – Benchmark to be determined at six month review	Diagnostic – Benchmark to be determined at six month review

Agreed - Existing Measure Revised and Renumbered from 57

1.1. Measurement: (formerly Measurement 57)

Average Response Time for Manual Loop Make-Up Information

Definition:

The average time required to provide loop qualification for xADSL.

Exclusions:

None

Manual request for loop makeup information not initiated by the CLEC. However, manual loop makeup requests initiated by the LSC as part of the ordering process when no mechanized loop qualification data is available will be included.

Business Rules:

The time starts when a request is received by the CLEC and ends when the information on the loop qualification has been made available to the CLEC.
For Manual requests for Loop Makeup Information initiated by the LSC as part of the ordering process, the start date and time is the receipt date and time of the good LSR. The end date and time is when the loop makeup information is available in the Loop Qual system

Levels of Disaggregation:

- ADSL.
- Other DSL as required.
- None
-

Calculation:	Report Structure:
Σ(Date and Time the Loop Qualification is made available to CLEC – Date and Time the CLEC request is received)/Total loop qualifications	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.

Measurement Type:

	IL	IN	MI	OH	WI
Tier 1	Low	Low	Med	Low	Low
Tier 2	Med	Med	Med	Med	Med

Benchmark:

Parity with Ameritech Affiliate

Agreed – Business Rule Language Updated to Conform to Texas v1.7

1.2 Measurement:

Accuracy of Actual Loop Makeup Information Provided for DSL Orders

Definition:

The percent of accurate DSL actual Loop Makeup Information provided to the CLEC.

Exclusions:

None

Business Rules:

This measurement tracks accuracy of the loop makeup information provided to the CLEC. It compares reported loop makeup information to actual loop makeup information on the loop provided to the CLEC, and it captures both the clerical error and underlying data error. ~~This measurement compares the accuracy of the actual loop makeup information provided to the CLEC with the actual loop makeup as shown by AIT's engineering work confirmation/design layout records (DLR).~~

Levels of Disaggregation:

DSL actual Loop Makeup Information provided

- Manually
- Electronically

Calculation:	Report Structure:
(# of orders for which Loop makeup information provided by AIT is identical to engineering work confirmation/DLR ÷ total actual Loop Makeup Information responses) * 100	Reported on a CLEC, all CLECs, AIT Affiliate basis by interface for EDI, or manually, depending on method of provision of actual loop makeup information.

Measurement Type:

~~Tier 1 – Low~~

~~Tier 2 – Medium~~

	IL	IN	MI	OH	WI
Tier 1	Low	Low	Med	Low	Low
Tier 2	Med	Med	Med	Med	Med

Benchmark:

Parity with Ameritech DSL Affiliate

No Change – Measurement Type Updated Per MI Remedy Plan Ruling

2. Measurement
Percent Responses Received within "X" seconds – OSS Interfaces
Definition:
The percent of responses completed in "x" seconds for pre-order interfaces by function.
Exclusions:
Where CLEC accesses Ameritech – LEC's systems using a Service Bureau Provider, the measurement of Ameritech – LEC's Performance shall not include Service Bureau Provider processing, availability or response time.
Business Rules:
The clock starts on the date/time when the request is received by Ameritech, and the clock stops on the date/time when Ameritech has completed the transmission of the response to the CLEC. The measurement is taken at the SWBT Ameritech side of the ECN (Electronic Commerce Network). This is just inside the Ameritech firewall. Response time is accumulated for each major query type, consistent with the specified reporting dimension, and then divided by the associated total number of queries received by Ameritech during the reporting period. The response time is measured only within the published hours of interface availability. Published hours of interface availability are documented on the CLEC web site. (Ameritech will not schedule system maintenance during normal business hours (8:00 a.m. to 5:30 p.m. Monday through Friday)).
Levels of Disaggregation:
• Address Verification. • Request For Telephone Number. • Request For Customer Service Record (CSR). • Directory Listing Inquiry • Service Availability • Service Appointment Scheduling (Due Date) – Reported in "Dispatch Required" for EDI/Internet LSOG 1 • Dispatch Required – Ameritech combines "Service Appointment Scheduling" and "Dispatch Required" functions for EDI/Internet LSOG 1PIC • DSL Loop Qualification • NC/NCI Service Availability • CFA Availability DSL Loop Qualification – Archived Actuals

Calculation:	Report Structure:
(# of responses within each time interval ÷ total responses) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.

Measurement Type:

	IL	IN	MI	OH	WI
Tier 1	Low	Low	Med	Low	Low
Tier 2	Med	Med	Med	Med	Med

Benchmark:

Measurement	EDI/Internet LSOG 1	EDI LSOG 4/CORBA	Web Verigate
Address Verification	90% in <= 8.0 seconds 95% in <= 12.0 seconds	90% in <= 8.0 seconds 95% in <= 12.0 seconds	80% in <= 5.0 seconds 90% in <= 7.0 seconds
Request For Telephone Number	90% in <= 7.0 seconds 95% in <= 9.5 seconds	90% in <= 7.0 seconds 95% in <= 9.5 seconds	80% in <= 4.0 seconds 90% in <= 6.0 seconds
Request For Customer Service Record (CSR)	90% in <= 8.0 seconds 95% in <= 13.0 seconds	90% in <= 8.0 seconds 95% in <= 13.0 seconds	80% in <= 7.0 seconds 90% in <= 10.0 seconds
Directory Listing Inquiry	Not Available as a Separate Transaction	**Diagnostic – Interim benchmark for measurement purposes** 90% in <= 8.0 seconds 95% in <= 13.0 seconds	**Diagnostic – Interim benchmark for measurement purposes** 80% in <= 7.0 seconds 90% in <= 10.0 seconds
Service Availability	90% in <= 12.0 seconds 95% in <= 16.0 seconds	90% in <= 12.0 seconds 95% in <= 16.0 seconds	80% in <= 11.0 seconds 90% in <= 13.0 seconds
Service Appointment Scheduling (Due Date)	Reported in "Dispatch Required" for EDI LSOG 1	90% in <= 1.0 seconds 95% in <= 2.0 seconds	80% in <= 2.0 seconds 90% in <= 3.0 seconds
Dispatch Required	90% in <= 15.0 seconds 95% in <= 25.0 seconds	90% in <= 15.0 seconds 95% in <= 25.0 seconds	80% in <= 17.0 seconds 90% in <= 19.0 seconds
PIC	90% in <= 39 seconds 95% in <= 60 seconds	90% in <= 27 seconds 95% in <= 41 seconds	80% in <= 25.0 seconds 90% in <= 27.0 seconds ~~To be determined at six month revision period~~
~~Feature Availability~~	~~Same as Service Availability – to be reviewed at six-month review~~	~~Same as Service Availability – to be reviewed at six-month review~~	~~Same as Service Availability – to be reviewed at six-month review~~
DSL Loop Qualification	90% in <=51.6 seconds 95% in <= 59.2 seconds	Diagnostic - To Be Determined at the six-month review. To calculate use: 90% in <=51.6 seconds 95% in <= 59.2 seconds	Diagnostic - To Be Determined at the six-month review. To calculate use: 80% in <=51.6 seconds 90% in <= 59.2 seconds

NC/NCI Service Availability	90% in <= 41 seconds 95% in <= 47 seconds	Diagnostic - To Be Determined at the six-month review. To calculate use: 90% in <= 41 seconds 95% in <= 47 seconds	Diagnostic - To Be Determined at the six-month review. To calculate use: 80% in <= 41 seconds 90% in <= 47 seconds
CFA Availability	90% in <=79 seconds 95% in <=91 seconds	Diagnostic - To Be Determined at the six-month review. To calculate use: 90% in <=79 seconds 95% in <=91 seconds	Diagnostic - To Be Determined at the six-month review. To calculate use: 80% in <=79 seconds 90% in <=91 seconds
DSL Loop Qualification Archive Actuals	Not available in EDI LSOG 1	Diagnostic - To be determined at six month review – To calculate use: 90% in<= 25.0 seconds 95% in <= 35.0 seconds	Diagnostic - To be determined at six month review – To calculate use: 80% in <= 13.5 seconds 90% in <= 15.0 seconds

No Change – Measurement Type Updated Per MI Remedy Plan Ruling

4. Measurement
OSS Interface Availability
Definition:
Percent of time OSS interface is available compared to scheduled availability.
Exclusions:
• Where CLEC accesses Ameritech – LEC's systems using a Service Bureau Provider, the measurement of Ameritech – LEC's performance shall not include Service Bureau Provider processing, availability or response time.
Business Rules:
The total "number of hours functionality to be available" is the cumulative number of hours (by date and time on a 24 hour clock) over which Ameritech plans to offer and support CLEC access to Ameritech's operational support systems (OSS) functionality during the reporting period. "Hours Functionality is Available" is the actual number of hours, during scheduled available time, that the Ameritech interface is capable of accepting or receiving CLEC transactions or data files for processing through the interface and supporting operational support systems (OSS). The actual time available is divided by the scheduled time available and then multiplied by 100 to produce the "Percent system availability" measure. (Ameritech will not schedule system maintenance during normal business hours (8:00 a.m. to 5:30 p.m. Monday through Friday)). Additional levels of disaggregation for gateway servers are in the process of being added. When interfaces experience partial unavailability, an availability factor is applied to the calculation of downtime. This factor is stated as a percentage and represents the impact to the CLEC. Determination of the availability factor is governed by SBC's Availability Team on a case by case basis. Disputes related to application of the availability factor may be presented to the Commission. Whenever an interface experiences complete unavailability to a CLEC, the full duration of the unavailability will be counted, to the nearest minute, and no availability factor will be applied. Ameritech shall calculate the availability time rounded to the nearest minute.

Levels of Disaggregation:

- TCNET
- AEMS
- EDI
- EBTA
- EBTA GUI
- ARIS
- BOP-GUI (as it is implemented in the Ameritech region)
  - Web LEX
  - EDI LSOG 4
  - EDI Protocols
    - EDI VAN,
    - EDI SSL3
    - NDM
  - AEMS LSOG 4
  - Web Verigate
  - Web Toolbar
  - ARAF
  - EDI Pre-order
  - CORBA Pre-order

Calculation:	Report Structure:
[(Hours functionality is available during the scheduled available hours) ÷ Scheduled system available hours] * 100	Reported on an aggregate CLEC basis by interface and Ameritech Affiliate.

Measurement Type:

	IL	IN	MI	OH	WI
Tier 1	None	None	None	None	None
Tier 2	High	High	Med	High	High

Benchmark:

99.5%. The critical Z allowance does not apply on this measurement only.

Agreed – Dissaggregations added from Measurements 5.1 and 94

5. Measurement:
Percent Firm Order Confirmations (FOCs) Returned Within "X" Hours
Definition:
Percent of FOCs returned within a specified time frame from receipt of a complete and accurate service request to return of confirmation to CLEC.
Exclusions:
• Rejected (manual and electronic) service requests. • Ameritech retail disconnect orders in conjunction with wholesale migrations. • Service requests involving major projects mutually agreed upon by CLECs and Ameritech. For Resale and ~~CPO~~ UNE-P a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers. • Where CLEC accesses Ameritech – LEC's systems using a Service Bureau Provider, the measurement of Ameritech – LEC's performance shall not include Service Bureau Provider processing, availability or response time. • DSL orders rejected for incomplete or incorrect LSR. • DSL orders denied for pair gain. • Ameritech Only Disconnect orders
Business Rules:
Orders are measured according to how the service order was submitted to Ameritech (i.e., electronically or manually) and are included in these ~~disaggregations~~dissaggregations regardless of how they are processed. Ameritech will measure unsolicited FOCs as jeopardies. Orders for the Broadband Service product are included in the disaggregated measures. ***Manually Submitted Requests:*** Manual service order requests are those initiated via the CLEC by fax. The receive date and times are recorded and input on each service order in the ordering system for each FOC opportunity. The end times are the actual dates and times the FOCs are sent back to the CLEC via EDI-to-Fax. FOC business rules are established to reflect the Local Service Center (LSC) normal hours of operation, as posted on the internet. If the receipt time is outside of normal business hours, then the start date/time is set to the beginning of the next business day. Example: If a request is received Monday through Friday between 7:00 a.m. to 5:00 p.m.; the valid start time will be Monday through Friday between 7:00 a.m. to 5:00 p.m. If the actual request is received Monday through Thursday after 5:00 p.m. and before. 7:00 a.m. the next day; the valid start time will be the next business day at. 7:00 a.m. If the actual request is received Friday after 5:00 p.m. and before 7:00 a.m. Monday; the valid start time will be at. 7:00 a.m. Monday. If the request is received on a holiday (anytime); the valid start time will be the next business day at 7:00 a.m. All orders processed in the LSC utilize LSC hours. The returned confirmation to the CLEC will establish the actual end date/time.

For a manual request that requires an associated loop qualification, the Start date and time is when the loop qualification is completed by OSP Engineering and is made available in the LoopQual system. The End date and time is when the fax is sent back to the CLEC.

Electronically Submitted Requests:
FOC business rules are established to reflect the electronic interface normal hours of operation, as posted on the internet, excluding holidays and Sundays. For electronically processed service requests, the start date and time is the receive date and time that is automatically populated by the interface. The end date and time is recorded by the interface EDI and reflects the actual date and time the FOC is returned to the CLEC. The EDI data is captured within MOR and is used to calculate the FOC measure.

For orders where FOC times are negotiated with the CLEC, the entry on the ACIS service order is used in the calculation. The request type is determined from the order class and order type tables to report the various levels of ~~disaggregation~~dissaggregation

For DSL orders that require manual loop makeup information after the receipt of the LSR (CLEC did not request manual loop makeup information), the Start time for the FOC is the date and time the loop makeup information is available in the LoopQual system. The End date and time is automatically recorded by the interface (EDI) and reflects the actual date and time the FOC is available to the CLEC.

Manually and Electronically Submitted Requests:

For Interconnection Trunk Orders, Ameritech will attempt to contact CLEC with questions on interconnection trunk orders at least 2 days prior to FOC due date. This process will be in place until Ameritech institutes a reject process for these type orders.

Levels of Disaggregation:

Manually SubmittedRequests:

- Simple Res. And Bus. < 24 Hours
- Complex Business (1-200 Lines) < 24 Hours
- Complex Business (>200 Lines) < 48 Hours
- UNE Loop (1-49 Loops) < 24 Hours
- UNE Loop (>= 50 Loops) < 48 Hours
- Switch Ports < 24 Hours
- CIA Centrex (1-200 Lines) <24 hours
- CIA Centrex (>200 Lines) <48 hours
- ~~CPO (~~UNE P~~)~~ Simple Res and Bus < 24 Hours < 24 Hours
- ~~CPO (~~UNE P~~)~~ Complex Business (1-200 Lines) < 24 Hours
- ~~CPO (~~UNE P~~)~~ Complex Business (>200 Lines) < 48 Hours
- UNE xDSL Capable Loop (1-49 Loops) < 24 Hours
- UNE xDSL Capable Loop (> 49 Loops) < 48 Hours
- Line Sharing (1-49 Loops) < 24 Hours
- Line Sharing (>49) < 48 Hours
- Simple Residence and Business LNP Only (1-19 Lines) < 24 Clock Hours
- LNP with Loop (1-19 Loops) < 24 Clock Hours
- Simple Residence and Business LNP Only (20+ lines) < 48 Clock Hours
- LNP with Loop (20+ Loops) < 48 Clock Hours
- LNP Complex Business (1-19 Lines) < 24 Clock Hours
- LNP Complex Business (20-50 Lines) < 48 Clock Hours
- LNP Complex Business (50+ Lines) < Negotiated with Notification of Timeframe Within 24 Clock Hours

Electronically Submitted Requests:

- Simple Res. And Bus. – Manually Processed < 5 Hours
- Simple Res. And Bus. – Electronically Processed < 2 Hours
- Complex Business (1-200 Lines) < 24 Hours
- Complex Business (>200 Lines) < 48 Hours
- UNE Loop (1-49 Loops) – Manually Processed < 5 Hours
- UNE Loop (1-49 Loops) – Electronically Processed < 2 Hours
- UNE Loop (>= 50 Loops) < 48 Hours
- Switch Ports Manually Processed < 5 Hours
- Switch Ports Electronically Processed < 2 Hours
- Unbundled Local (Dedicated)Transport-DS1 <1 Business Day
- Unbundled Local (Dedicated)Transport-DS3 <5 Business Days
- CIA Centrex (1-200 Lines) <24 hours
- CIA Centrex (>200 Lines) <48 hours
- ~~CPO (~~UNE P~~)~~ Simple Res and Bus – Manually Processed < 5 Hours
- ~~CPO (~~UNE P~~)~~ Simple Res and Bus – Electronically Processed < 2 Hours
- ~~CPO (~~UNE P~~)~~ Complex Business (1-200 Lines) < 24 Hours
- ~~CPO (~~UNE P~~)~~ Complex Business (>200 Lines) < 48 Hours
- UNE xDSL Capable Loop (1- 19 Loops) < 6 Business Hours

- UNE xDSL Capable Loop (> 19 Loops) < 14 Business Hours
- Line Sharing (1-49 Loops) < 6 Business Hours
- Line Sharing (>49) < 14 Business Hours
- Simple Residence and Business LNP Only (1-19 Lines) – Electronically Processed < 2 Business Hours
- Simple Residence and Business LNP Only (1-19 Lines) – Manually Processed < 5 Business Hours
- LNP with Loop (1-19 Loops) Manually Processed < 5 Business Hours
- LNP with Loop (1-19 Loops) Electronically Processed < 2 Business Hours
- Simple Residence and Business LNP Only (20+ lines) < 48 Clock Hours
- LNP with Loop (20+ Loops) < 48 Clock Hours
- LNP Complex Business (1-19 Lines) < 24 Clock Hours
- LNP Complex Business (20-50 Lines) < 48 Clock Hours
- LNP Complex Business (50+ Lines) < Negotiated with Notification of Timeframe within 24 Clock Hours

Manually and Electronically Submitted Requests:

- Interconnection Trunks (< 5 DS1) < 6 days
- Interconnection Trunks (>= 5 DS1) and all orders identified as part of a pre-planned project < 8 days

NOTE: Orders are measured according to how the Service Order was received via Ameritech (i.e. electronically or manually) and are included in these dissaggregations regardless of how they are processed. Ameritech will measure unsolicited FOCs as jeopardizes.

Calculation:	Report Structure:
(# of FOCs returned within "x" hours ÷ total FOCs sent) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.

Measurement Type:

~~Tier 1 – Low~~

~~Tier 2 – Medium~~

	IL	IN	MI	OH	WI
Tier 1	Low	Low	Med	Low	Low
Tier 2	Med	Med	Med	Med	Med

Benchmark:

All Res and Bus 95% / Complex Bus 94% / UNE Loop (1-49) 95% / UNE Loop (>50) 94% / Switch Ports 95% / Interconnection Trunks 95%/ULT 95%, the Average for the remainder of each measure disaggregated shall not exceed 20% of the established benchmark.

CIA Centrex ~~will measure to interim benchmarks of 85% and 90% in August and September respectively with an ongoing benchmark set at~~ 95% ~~effective in October~~.

Delete – Agreed Dissaggregations moved to measurement 5

5.1 Measurement:

Percent Firm Order Confirmations (FOCs) For xDSL Capable Loops & Line Sharing Returned Within "x" Hours

Definition:

Percent of FOCs returned within a specified time frame from receipt of a complete and accurate service request to return of confirmation to CLEC.

Exclusions:

- DSL Orders orders rejected for incomplete or incorrect LSR
- DSL Orders orders denied for pair gain
- Ameritech only Disconnect orders
- Orders involving major projects
- Rejected (manual and electronic) service requests.
- Ameritech retail disconnect orders in conjunction with wholesale migrations.
- Where CLEC accesses Ameritech – LEC's systems using a Service Bureau Provider, the measurement of Ameritech – LEC's performance shall not include Service Bureau Provider processing, availability or response time.

Business Rules:

Orders are measured according to how the service order was submitted to Ameritech (i.e., electronically or manually) and are included in these disaggregations regardless of how they are processed.

Manually Submitted Requests:

Manual service order requests are those initiated via the CLEC by fax. The receive date and times are recorded and input on each service order in the ordering system for each FOC opportunity. The end times are the actual dates and times the FOCs are sent back to the CLEC via EDI to Fax. FOC business rules are established to reflect the Local Service Center (LSC) normal hours of operation, as posted on the internet. If the receipt time is outside of normal business hours, then the start date/time is set to the beginning of the next business day. Example: If a request is received Monday through Friday between 7:00 a.m. to 5:00 p.m.; the valid start time will be Monday through Friday between 7:00 a.m. to 5:00 p.m. If the actual request is received Monday through Thursday after 5:00 p.m. and before 7:00 a.m. the next day; the valid start time will be the next business day at 7:00 a.m. If the actual request is received Friday after 5:00 p.m. and before 7:00 a.m. Monday; the valid start time will be at 7:00 a.m. Monday. If the request is received on a holiday (anytime); the valid start time will be the next business day at 7:00 a.m. The returned confirmation to the CLEC will establish the actual end date/time.

For a manual request that requires an associated loop qualification, the start date and time is when the loop qualification is completed by OSP Engineering and is made available in the LoopQual system, and the end date and time is when the fax is sent back to the CLEC.

Electronically Submitted Requests:

FOC business rules are established to reflect the electronic interface normal hours of operation, as posted on the internet, excluding holidays and Sundays. For electronically originated service requests, the start date and time is the receive date and time that is automatically populated by the interface once all. The received date and time is automatically populated ordering edits are satisfied. The end date and time is recorded by the interface EDI and reflect the actual date and time the FOC is returned to the CLEC. The EDI data is captured within MOR and is used to calculate the FOC measure.

For orders where FOC times are negotiated with the CLEC, the entry on the ACIS service order is used in the calculation. The request type is determined from the order class and order type tables to report the various levels of disaggregation

For DSL orders that require manual loop makeup information after the receipt of the LSR (CLEC did not request manual loop makeup information), the start time for the FOC is the date and time the loop makeup information is available in the Loop Qual System. The end date and time is automatically recorded by the interface (EDI) and reflects the actual date and time the FOC is available to the CLEC.

Orders for the Broadband Service Product are included in the disaggregated measures

Levels of Disaggregation:

Manually Submitted Requests
- UNE xDSL Capable Loop (1-49 Loops) < 24 Hours
- UNE xDSL Capable Loop (> 49 Loops) < 48 Hours
- Line Sharing (1-49 Loops) < 24 Hours
- Line Sharing (>49) < 48 Hours

Electronically Submitted Requests
- UNE xDSL Capable Loop (1-19 Loops) < 6 Business Hours
- UNE xDSL Capable Loop (> 19 Loops) < 14 Business Hours
- Line Sharing (1-49 Loops) < 6 Business Hours
- Line Sharing (>49) < 14 Business Hours

Calculation:	Report Structure:
(# of FOCs returned within "x" hours ÷ total FOCs sent) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.

Measurement Type:

- Tier 1 – Low
- Tier 2 – Medium

Benchmark:

All 6 Hour FOC 95% / 14 Hour FOC 95% / 24 Hour FOC 94% / 48 Hour FOC 95%
The Average for the last 5% for 95% benchmark shall not exceed 20% of the established benchmark, excluding projects.

No Change

5.2 Measurement:	
Percentage of Unsolicited FOCs by Reason Code	
Definition:	
The number of Unsolicited FOCs sent to the CLECs generally categorized by reason codes identified in the levels of disaggregations, divided by Total Unsolicited FOCs	
Exclusions:	
CLEC Caused Errors	
Business Rules:	
This measure reports on the breakdown, by general Reason Code category, of the various Unsolicited FOCs that are sent to the CLEC.	
Levels of Disaggregation:	
• Cancel Customer Order • Add Service Order Number and or Line • Cancel Service Order • Service Order Due Date Change • Service Order Line Change	
Calculation:	**Report Structure:**
Number of Unsolicited FOCs per general category / Total # of Unsolicited FOCs	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic	

Agreed – Add Dissaggregations from measurements 6.1 and 94.1

6. Measurement:
Average Time To Return FOC
Definition:
The average time to return FOC from receipt of complete and accurate service request to return of confirmation to CLEC.
Exclusions:
• Ameritech retail disconnect orders conjunction with wholesale migrations. • Orders involving major projects. For Resale and ~~CPO~~ UNE-P a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers. • Where CLEC accesses Ameritech – LEC's systems using a Service Bureau Provider, the measurement of Ameritech – LEC's performance shall not include Service Bureau Provider processing, availability or response time. • DSL orders rejected for incomplete or incorrect LSR. • DSL orders denied for pair gain. • Ameritech Only Disconnect orders
Business Rules:

Orders are measured according to how the service order was submitted to Ameritech (i.e., electronically or manually) and are included in these dissaggregations regardless of how they are processed. Ameritech will measure unsolicited FOCs as jeopardies.

Orders for the Broadband Service product are included in the disaggregated measures.

Manually Submitted Requests:

Manual service order requests are those initiated via the CLEC by fax. The receive date and times are recorded and input on each service order in the ordering system for each FOC opportunity. The end times are the actual dates and times the FOCs are sent back to the CLEC via EDI-to-Fax. FOC business rules are established to reflect the Local Service Center (LSC) normal hours of operation, as posted on the internet. If the receipt time is outside of normal business hours, then the start date/time is set to the beginning of the next business day. Example: If a request is received Monday through Friday between 7:00 a.m. to 5:00 p.m.; the valid start time will be Monday through Friday between 7:00 a.m. to 5:00 p.m. If the actual request is received Monday through Thursday after 5:00 p.m. and before. 7:00 a.m. the next day; the valid start time will be the next business day at. 7:00 a.m. If the actual request is received Friday after 5:00 p.m. and before 7:00 a.m. Monday; the valid start time will be at. 7:00 a.m. Monday. If the request is received on a holiday (anytime); the valid start time will be the next business day at 7:00 a.m. All orders processed in the LSC utilize LSC hours. The returned confirmation to the CLEC will establish the actual end date/time.

For a manual request that requires an associated loop qualification, the Start date and time is when the loop qualification is completed by OSP Engineering and is made available in the LoopQual system. The End date and time is when the fax is sent back to the CLEC.

Electronically Submitted Requests:
FOC business rules are established to reflect the electronic interface normal hours of operation, as posted on the internet, excluding holidays and Sundays. For electronically processed service requests, the start date and time is the receive date and time that is automatically populated by the interface. The end date and time is recorded by the interface EDI and reflects the actual date and time the FOC is returned to the CLEC. The EDI data is captured within MOR and is used to calculate the FOC measure.

For orders where FOC times are negotiated with the CLEC, the entry on the ACIS service order is used in the calculation. The request type is determined from the order class and order type tables to report the various levels of ~~disaggregation~~dissaggregation

For DSL orders that require manual loop makeup information after the receipt of the LSR (CLEC did not request manual loop makeup information), the Start time for the FOC is the date and time the loop makeup information is available in the LoopQual system. The End date and time is automatically recorded by the interface (EDI) and reflects the actual date and time the FOC is available to the CLEC.

Manually and Electronically Submitted Requests:
For Interconnection Trunk Orders, Ameritech will attempt to contact CLEC with questions on interconnection trunk orders at least 2 days prior to FOC due date. This process will be in place until Ameritech institutes a reject process for these type orders.

Measurement is disaggregated according to product type and order size only, and includes orders submitted either electronically or manually.

Levels of Disaggregation:

Manually Submitted Requests:

- All Res. And Bus.
- Complex Business (1-200 Lines)
- Complex Business (>200 Lines)
- UNE Loop (1-49 Loops)
- UNE Loop (>= 50 Loops)
- Switch Ports
- CIA Centrex (1-200 Lines)
- CIA Centrex (>200 Lines)
- ~~CPO (~~UNE P~~)~~ All Res. And Bus.
- ~~CPO (~~UNE P~~)~~ Complex Business (1-200 Lines)
- ~~CPO (~~UNE P~~)~~ Complex Business (>200 Lines)
- UNE xDSL Capable Loop (1-49 Loops)
- UNE xDSL Capable Loop (> 49 Loops)
- Line Sharing (1-49 Loops)
- Line Sharing (>49)
- Simple Residence and Business LNP Only (1-19 Lines)
- LNP with Loop (1-19 Loops)
- Simple Residence and Business LNP Only (20+ lines)
- LNP with Loop (20+ Loops)
- LNP Complex Business (1-19 Lines)
- LNP Complex Business (20-50 Lines)
- LNP Complex Business (50+ Lines)
-

Electronically Submitted Requests:

- All Res. And Bus. – Electronically Processed
- All Res. And Bus. – Manually Processed
- Complex Business (1-200 Lines)
- Complex Business (>200 Lines)
- UNE Loop (1-49 Loops) – Electronically Processed
- UNE Loop (1-49 Loops) – Manually Processed
- UNE Loop (>= 50 Loops)
- Switch Ports Electronically Processed
- Switch Ports Manually Processed
- Unbundled Local (Dedicated)Transport-DS1 <1 Business Day
- Unbundled Local (Dedicated)Transport-DS3 <5 Business Days
- CIA Centrex (1-200 Lines)
- CIA Centrex (>200 Lines)
- ~~CPO (~~UNE P~~)~~ All Res. And Bus. – Electronically Processed
- ~~CPO (~~UNE P~~)~~ All Res. And Bus. – Manually Processed
- ~~CPO (~~UNE P~~)~~ Complex Business (1-200 Lines)
- ~~CPO (~~UNE P~~)~~ Complex Business (>200 Lines)
- UNE xDSL Capable Loop (1-49 Loops)
- UNE xDSL Capable Loop (> 49 Loops)
- Line Sharing (1-49 Loops)
- Line Sharing (>49)
- Simple Residence and Business LNP Only (1-19 Lines) – Electronically Processed
- Simple Residence and Business LNP Only (1-19 Lines) – Manually Processed
- LNP with Loop (1-19 Loops)
- Simple Residence and Business LNP Only (20+ lines)
- LNP with Loop (20+ Loops)
- LNP Complex Business (1-19 Lines)
- LNP Complex Business (20-50 Lines)
- LNP Complex Business (50+ Lines)

Manually and Electronically Submitted Requests:

- Interconnection Trunks

Calculation:	Report Structure:
Σ[(Date and Time of FOC) - (Date and Time of Order Acknowledgment)] / Total FOCs)	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic	

Delete/Agreed – Dissaggregations moved to measurement 6

6.1 Measurement:
Average Time to Return DSL FOC's
Definition:
The average time to return DSL FOC's from receipt of complete and accurate service request to return of confirmation to CLEC.
Exclusions:
□DSL Orders orders rejected for incomplete or incorrect LSR □DSL Orders orders denied for pair gain □Ameritech only Disconnect orders □Orders involving major projects □Ameritech retail disconnect orders in conjunction with wholesale migrations. • Where CLEC accesses Ameritech – LEC's systems using a Service Bureau Provider, the measurement of Ameritech – LEC's performance shall not include Service Bureau Provider processing, availability or response time.
Business Rules:

~~Orders are measured according to how the service order was submitted to Ameritech (i.e., electronically or manually) and are included in these disaggregations regardless of how they are processed.~~

~~Manually Submitted Requests:~~

~~Manual service order requests are those initiated via the CLEC by fax. The receive date and times are recorded and input on each service order in the ordering system for each FOC opportunity. The end times are the actual dates and times the FOCs are sent back to the CLEC via EDI to Fax. FOC business rules are established to reflect the Local Service Center (LSC) normal hours of operation, as posted on the internet. If the receipt time is outside of normal business hours, then the start date/time is set to the beginning of the next business day. Example: If a request is received Monday through Friday between 7:00 a.m. to 5:00 p.m.; the valid start time will be Monday through Friday between 7:00 a.m. to 5:00 p.m. If the actual request is received Monday through Thursday after 5:00 p.m. and before 7:00 a.m. the next day; the valid start time will be the next business day at 7:00 a.m. If the actual request is received Friday after 5:00 p.m. and before 7:00 a.m. Monday; the valid start time will be at 7:00 a.m. Monday. If the request is received on a holiday (anytime); the valid start time will be the next business day at 7:00 a.m. The returned confirmation to the CLEC will establish the actual end date/time.~~

~~For a manual request that requires an associated loop qualification, the start date and time is when the loop qualification is completed by OSP Engineering and is made available in the LoopQual system, and the end date and time is when the fax is sent back to the CLEC.~~

~~Electronically Submitted Requests:~~

~~FOC business rules are established to reflect the electronic interface normal hours of operation, as posted on the internet, excluding holidays and Sundays. For electronically originated service requests, the start date and time is the receive date and time that is automatically populated by the interface once all. The received date and time is automatically populated ordering edits are satisfied. The end date and time is recorded by the interface EDI and reflect the actual date and time the FOC is returned to the CLEC. The EDI data is captured within MOR and is used to calculate the FOC measure.~~

~~For orders where FOC times are negotiated with the CLEC, the entry on the ACIS service order is used in the calculation. The request type is determined from the order class and order type tables to report the various levels of disaggregation~~

~~For DSL orders that require manual loop makeup information after the receipt of the LSR (CLEC did not request manual loop makeup information), the start time for the FOC is the date and time the loop makeup information is available in the Loop Qual System. The end date and time is automatically recorded by the interface (EDI) and reflects the actual date and time the FOC is available to the CLEC.~~

Levels of Disaggregation:	
Manually Submitted Requests: UNE xDSL Capable Loop (1-49 Loops) UNE xDSL Capable Loop (>49 Loops) Line Sharing (1-49 Loops) Line Sharing (>49) Electronically Submitted Requests: UNE xDSL Capable Loop (1-49 Loops) UNE xDSL Capable Loop (>49 Loops) Line Sharing (1-49 Loops) Line Sharing (>49)	
Calculation:	**Report Structure:**
Σ[(Date and Time of FOC) - (Date and Time of Order Received by Ameritech)]/(# of FOCs)	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 - None Tier 2 - None	
Benchmark:	
Diagnostic	

No Change – Measurement Type Updated per MI Remedy Plan Ruling

7. Measurement:

Percent Mechanized Completions Returned Within One Hour of Completion in Ordering Systems

Definition:

Percent mechanized completions returned within one hour of completion.

Exclusions:

Where CLEC accesses Ameritech – LEC's systems using a Service Bureau Provider, the measurement of Ameritech – LEC's performance shall not include Service Bureau Provider processing, availability or response time.

Business Rules:

The elapsed time for an order is calculated based on the time of the last service order, which establishes service, being completed in the ordering system to the actual time MOR receives notification and the completion is sent to the CLEC. For example, if a multi-line order has 10 lines, the stop time would be when the last of the 10 lines is completed in the ordering system. Calculated based on calendar days only. Regardless of whether the order was submitted or processed electronically or manually, it is included in this measure.

NOTE: All completion notifications are returned via a mechanized interface (EDI or EDI-to-Fax).

Levels of Disaggregation:

- Resale
- UNEs
- Combinations

Calculation:	Report Structure:
(# of mechanized completions returned to CLEC within 1 hour ÷ total mechanized completions) * 100	Reported for CLEC all CLECs, and Ameritech Affiliate.

Measurement Type:

~~Tier 1 – Low~~

~~Tier 2 – None~~

	IL	IN	MI	OH	WI
Tier 1	Low	Low	Med	Low	Low
Tier 2	None	None	None	None	None

Benchmark:

97% for IN, MI, OH, WI; 99% for IL

Agreed

7.1 Measurement:	
Percent Mechanized Completions Returned Within One Day Of Work Completion	
Definition:	
Percent mechanized completions returned within one day.	
Exclusions:	
• Where CLEC accesses Ameritech – LEC's systems using a Service Bureau Provider, the measurement of Ameritech – LEC's performance shall not include Service Bureau Provider processing, availability or response time. • CLEC-caused misses and delays	
Business Rules:	
Days are calculated by subtracting the date the completion notification was returned to the CLEC minus the work completion date. Calculated based on calendar days only. Regardless of whether the order was submitted or processed electronically or manually, it is included in this measure. Note: All completion notifications are returned via a mechanized interface(EDI or EDI-to-Fax).	
Levels of Disaggregation:	
• Resale • UNEs • Combinations • LNP Only	
Calculation:	**Report Structure:**
(# of mechanized completions returned to the CLEC within 1 day of work completion ÷ total mechanized completions) * 100	Reported for CLEC all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 - None Tier 2 – None	
Benchmark:	
97% for IN, MI, OH, WI; 99% for IL	

No Change – Measurement Type Updated Per MI Remedy Plan Ruling

8. Measurement:

Average Time to Return Mechanized Completions

Definition:

Average time required to return a mechanized completion.

Exclusions:

Where CLEC accesses Ameritech – LEC's systems using a Service Bureau Provider, the measurement of Ameritech – LEC's performance shall not include Service Bureau Provider processing, availability or response time.

Business Rules:

The elapsed time for an order is calculated based on the time of the last service order, which establishes service, being completed in the ordering system to the actual time MOR receives notification and the completion is sent to the CLEC. For example, if a multi-line order has 10 lines, the stop time would be when the last of the 10 lines is completed in the ordering system. Calculated based on calendar days only. Regardless of whether the order was submitted or processed electronically or manually, it is included in this measure.

NOTE: All completion notifications are returned via a mechanized interface (EDI or EDI-to-Fax).

Levels of Disaggregation:

- Resale
- UNEs
- Combinations

Calculation:	Report Structure:
Σ[(Date and Time of Notice Of Completion Issued to the CLEC) - (Date and Time of Work Completion)] ÷ Total Mechanized Completions	Reported for CLEC, all CLECs, and Ameritech Affiliate

Measurement Type:

~~Tier 1 Low~~

~~Tier 2 None~~

	IL	IN	MI	OH	WI
Tier 1	Low	Low	Med	Low	Low
Tier 2	None	None	None	None	None

Benchmark:

Diagnostic